



TITLE: Reporting and Investigating Client Maltreatment

Number: 204.00

Policy:

It is the policy of Thrive Behavioral Network, LLC that the Minnesota Department of Human Services – Licensing Division Policy for DHS Licensed Programs regarding Reporting Maltreatment of Vulnerable Adults will be posted in a prominent location and followed. See attached copy.

Procedure:

204.10 Common Entry Point (CEP) Intake Form

When reporting to the CEP, Form 2002 – Common Entry Point (CEP) Intake Form will be filled out and used to make the report.

204.20 Internal Reports

The persons designated in the attached copy of the Minnesota Department of Human Services – Licensing Division Policy for DHS Licensed Programs regarding Reporting Maltreatment of Vulnerable Adults will use Client Accident/Incident form to document the internal report. The internal review needs to be completed within 30 days of the incident.

204.30 Written Notice of Report to CEP

Within two working days of receiving an internal report of suspected vulnerable adult maltreatment, Form 2003 – Written Notice of Report to Common Entry Point (CEP) will be given to the reporting employee in a confidential manner.

204.40 Corrective Action Plan

Form 2008 – Vulnerable Adult Incident Corrective Action Plan will be used after an Internal Review for Vulnerable Adult Incidents.

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MALTREATMENT OF VULNERABLE ADULTS REPORTING POLICY FOR DHS LICENSED PROGRAMS

Where to Report

You can report to the Common Entry Point at MAARC (844) 880-1574 (phone number), or online at mn.gov/dhs/reportadultabuse

Or, you can report internally to **Treatment/Program Director**. If the individual listed above is involved in the alleged or suspected maltreatment, you must report to **Program Administrator**.

Internal Report

When an internal report is received, **Treatment/Program Director** is responsible for deciding if the report must be forwarded to the Common Entry Point. If that person is involved in the suspected maltreatment, **Program Administrator** will assume responsibility for deciding if the report must be forwarded to the Common Entry Point. The report must be forwarded within 24 hours.

If you have reported internally, you will receive, within two working days, a written notice that tells you whether or not your report has been forwarded to the Common Entry Point. The notice will be given to you in a manner that protects your identity. It will inform you that, if you are not satisfied with the facility's decision on whether or not to report externally, you may still make the external report to the Common Entry Point yourself. It will also inform you that you are protected against any retaliation if you decide to make a good faith report to the Common Entry Point.

Internal Review

When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of vulnerable adults. The internal review must include an evaluation of whether:

- related policies and procedures were followed;
- the policies and procedures were adequate;
- there is a need for additional staff training;
- the reported event is similar to past events with the vulnerable adults or the services involved; and
- there is a need for corrective action by the license holder to protect the health and safety of vulnerable adults.

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Primary and Secondary Person or Position to Ensure Internal Reviews are Completed

The internal review will be completed by **Treatment/Program Director**. If this individual is involved in the alleged or suspected maltreatment, **Program Administrator** will be responsible for completing the internal review.

Documentation of the Internal Review

The facility must document completion of the internal review on Form 2017 – Internal Review for Vulnerable Adult Incidents, and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

Corrective Action Plan

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder, if any using Form 2008 – Vulnerable Adult Incident Corrective Action Plan.

Staff Training

The license holder shall ensure that each new mandated reporter receives an orientation within 72 hours of first providing direct contact services to a vulnerable adult and annually thereafter. The orientation and annual review shall inform the mandated reporters of the reporting requirements and definitions specified under Minnesota Statutes, sections 626.557 and 626.5572, the requirements of Minnesota Statutes, section 245A.65, the license holder's program abuse prevention plan, and all internal policies and procedures related to the prevention and reporting of maltreatment of individuals receiving services.

The license holder must document the provision of this training, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

**THIS REPORTING POLICY MUST BE POSTED IN A PROMINENT LOCATION,
AND BE MADE AVAILABLE UPON REQUEST.**